

# The Lighthouse for the Blind, Inc.

## PRODUCT CATALOG





cover photo: Charlie Gagnon, Sr. Production Worker in Spokane, WA  
 this page: Trieva Smith, Production Worker in Seattle, WA



## The Lighthouse for the Blind, Inc.

For over 100 years, **The Lighthouse for the Blind, Inc.** has continually provided opportunities for jobs, independence, and self-sufficiency for people who are blind, DeafBlind, and blind with other disabilities.

Today, the Lighthouse is an ISO9001- and AS9100-accredited manufacturer that employs more than 260 individuals who are blind, DeafBlind, or blind with other disabilities. As a participant in the AbilityOne® Program, we are an associated agency of National Industries for the Blind (NIB). Our list of customers includes various Federal Government organizations such as the Department of Defense, as well as commercial firms including The Boeing Company, Triumph Composite Systems, Inc., and BAE Systems.

We have manufacturing facilities in Seattle, WA, Spokane, WA, and Summerville, SC, contract management and warehouse offices in San Diego, CA, as well as seven Base Supply Centers up and down the U.S. West Coast with more to come. Every purchase you make of our SKILCRAFT® products helps to provide opportunities and employment for people who are blind and DeafBlind. Thank you for your support of our mission, to empower people who are blind, DeafBlind, and blind with other disabilities by creating diverse, sustainable, and meaningful employment opportunities.

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# WALLBOARDS



We've got the right board for every space.



## HEAVY USE

### MAGNETIC PORCELAIN DRY ERASE

- Durable lifetime warranty board designed for heavy use.
- Non-porous, easy-to-clean surface will not stain or ghost.
- Occasional use of cleaners recommended.
- Can be hung vertically or horizontally.
- Includes attachable marker tray and four dry erase markers.
- Frame choices: recycled aluminum, oak, or mahogany.



## MEDIUM USE

### TOTAL ERASE AND TITANIUM FINISH FRAMES

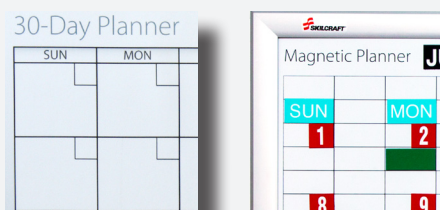
- Elegant mahogany or titanium frames blend in with any décor.
- Total Erase® writing surface that resists ghosting and staining.
- A light grid pattern is printed on the board surface to help keep writing aligned, but is virtually invisible to audiences.
- Includes one dry-erase marker and attachable marker tray.



## LIGHT USE

### MELAMINE DRY ERASE

- Economical board perfect for cubicles, offices, and break rooms.
- Frame choice of recycled aluminum, oak, or mahogany.
- Requires regular use of cleaners for optimal performance.
- Can be hung vertically or horizontally.
- Includes attachable marker tray and one dry erase marker.



## PLANNERS

### CALENDARS, WORK/PLAN KITS, & IN/OUT BOARDS

- Convenient pre-printed surfaces allow you to stay organized.
- Available in magnetic and melamine/laminated surfaces.
- Great for cubicles, offices, common spaces, and break rooms.
- Durable recycled aluminum frames.
- Includes marker tray and dry erase marker(s).
- Available in magnetic, melamine, and laminated surfaces, as well as magnetic work/plan kits.



## BULLETIN BOARDS

### CORK, COMBO CORK/DRY-ERASE

- Stylish, contemporary design blends in with any décor.
- Ideal for lunchrooms, meeting and common spaces, and other high-use areas.
- High-density backing delivers maximum pin-holding power.
- Cork surfaces self-heal, adding long-lasting durability.
- The versatile mounting system works on fabric panels or drywalls.
- Combination cork/dry-erase boards available in large (48" x 36", 36" x 24") as well as smaller cubicle sizes (30" x 18").

# WALLBOARDS



HEAVY USE • MAGNETIC PORCELAIN • PAINTED STEEL

Office Supplies

MAGNETIC PORCELAIN DRY ERASE	NSN / Style	Size				
	Aluminum Frame	24" x 18"	36" x 24"	48" x 36"	60" x 36"	72" x 48"
	7110-01-555-0292	●				
	7110-01-555-0294		●			
	7110-01-555-0293			●		
	7110-01-568-0406				●	
	7110-01-568-0399					●
	Black Aluminum Frame	36" x 24"	48" x 36"	60" x 36"	72" x 48"	
	7110-01-651-1286 - NEW!	●				
	7110-01-651-1287 - NEW!		●			
	7110-01-651-1288 - NEW!			●		
	7110-01-651-1289 - NEW!					●
	Oak Frame	24" x 18"	36" x 24"	48" x 36"	60" x 36"	72" x 48"
	7110-01-334-7078	●				
	7110-01-334-7079		●			
	7110-01-334-7080			●		
	7110-01-334-7081				●	
	7110-01-334-7082					●
	Mahogany Frame	36" x 24"	48" x 36"	72" x 48"		
	7110-01-630-5169	●				
	7110-01-630-5171		●			
	7110-01-630-5170				●	
	Prestige Mahogany	36" x 24"	48" x 36"	72" x 48"		
	7110-01-630-5155	●				
	7110-01-630-5167		●			
7110-01-630-5166				●		
MAGNETIC PAINTED STEEL DRY ERASE	NSN / Style	Size				
	Aluminum Frame	36" x 24"	48" x 36"	72" x 48"		
	7110-01-651-1297 - NEW!	●				
	7110-01-651-1299 - NEW!		●			
	7110-01-651-1295 - NEW!			●		
	Black Aluminum Frame	36" x 24"	48" x 36"	60" x 36"		
	7110-01-651-1290 - NEW!	●				
	7110-01-651-1291 - NEW!		●			
	7110-01-651-1292 - NEW!			●		

# WALLBOARDS



HEAVY USE • WORK/PLAN • CORK BULLETIN • CUBICLE

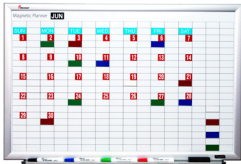





**NEW**

## Black Frame Wallboards

We have a new line of sleek, black framed dry-erase wallboards in multiple surfaces\* to suit all of your organizational needs!

\*Available in magnetic porcelain, magnetic painted steel, melamine dry-erase, and cork surfaces, in a variety of sizes.

MAGNETIC WORK/PLAN KIT	NSN / Style		Size				
		<b>Aluminum Frame</b>		<b>36" x 24"</b>			
	7110-01-622-2127 (16 Columns, 20 Rows)		●				
CORK BOARD	NSN / Style		Size				
		<b>Oak Finish Frame</b>	<b>12" x 36"</b>	<b>24" x 18"</b>	<b>36" x 24"</b>	<b>48" x 36"</b>	<b>72" x 48"</b>
		7195-01-567-9520	●				
		7195-01-567-9519		●			
		7195-01-235-4161			●		
		7195-01-218-2026				●	
		7195-01-567-9521					●
		<b>Aluminum Frame</b>	<b>24" x 18"</b>	<b>36" x 24"</b>	<b>48" x 36"</b>	<b>72" x 48"</b>	
		7195-01-484-0007	●				
		7195-01-484-0005		●			
		7195-01-484-0010			●		
		7195-01-567-9522				●	
		<b>Black Alum. Frame</b>	<b>24" x 18"</b>	<b>36" x 24"</b>	<b>48" x 36"</b>		
		7195-01-651-1298 - <b>NEW!</b>	●				
		7195-01-651-1284 - <b>NEW!</b>		●			
	7195-01-651-1285 - <b>NEW!</b>			●			
CUBICLE	<i>Each cubicle board is sized to fit underneath shelves.</i>		Size				
	<b>NSN</b>	<b>Style</b>	<b>24" x 13"</b>		<b>30" x 18"</b>		
	7195-01-567-9517	Cork Bulletin Board			●		
	7110-01-568-0400	Magnetic Dry Erase Board			●		
	7110-01-568-0402	Magnetic Dry-Erase Cork/Combo Board			●		
	7110-01-568-0407	Magnetic Dry Erase Board	●				
	7110-01-568-0397	Magnetic Dry Erase One-Month Planner			●		
	<i>These boards are extremely compact and can fit in any space.</i>		Size				
	<b>NSN</b>	<b>Style</b>	<b>14" x 11"</b>		<b>24" x 14"</b>		
	7110-01-622-2132	Magnetic Dry Erase w/ Aluminum Frame	●				
	7195-01-622-2141	Natural Cork w/ Aluminum Frame			●		


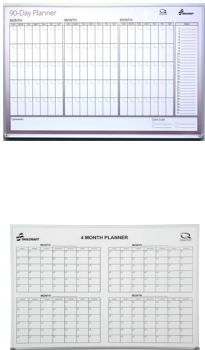



Office Supplies

# WALLBOARDS



MEDIUM USE • TOTAL ERASE • PLANNERS • IN/OUT • COMBO

Office Supplies

TOTAL ERASE®		NSN / Style		Size	
	<b>Titanium Finish Frame</b>	<b>24" x 18"</b>	<b>36" x 24"</b>	<b>48" x 36"</b>	<b>72" x 48"</b>
	7110-01-622-2117	●			
	7110-01-622-2121		●		
	7110-01-622-2125			●	
	7110-01-622-2129				●
	<b>Mahogany Finish Frame</b>	<b>24" x 18"</b>	<b>36" x 24"</b>	<b>48" x 36"</b>	<b>72" x 48"</b>
7110-01-622-2128		●			
7110-01-622-2118			●		
	<i>Each planner board features a stylish aluminum frame and a marker tray.</i>			Size	
	<b>NSN</b>	<b>Style</b>	<b>24" x 18"</b>	<b>36" x 24"</b>	
	7110-01-444-7735	30-Day Planner (color accents)	●		
	7520-01-223-9896	30-Day Planner (color accents)		●	
	7520-01-223-9897	60-Day Planner (color accents)		●	
	7110-01-407-0160	90-Day Planner (color accents)		●	
	<b>NSN</b>	<b>Style</b>	<b>24" x 18"</b>	<b>36" x 24"</b>	
	7520-01-484-5263	30-Day Planner (Black/White)		●	
7110-01-555-0295	120-Day Planner (Black/White)		●		
	<b>NSN / Style</b>		Size		
	<b>Melamine w/ Aluminum Frame</b>		<b>48" x 36"</b>		
	7110-01-622-2133		●		
	<b>NSN / Style</b>		Size		
	<b>Aluminum Frame</b>	<b>Style</b>	<b>11" x 14"</b>	<b>18" x 24"</b>	
	7520-01-484-5261 (14-Person, Magnetic)	(In/Out)	●		
	7110-01-568-0403 (29-Person, Magnetic)	(In/Out Planner)		●	
			<b>36" x 24"</b>		
	7520-01-223-9898 (12-Person, Non-Magnetic)		●		
	<b>NSN / Style</b>			Size	
	<b>Oak Finish Frame with Melamine Dry Erase Surface</b>			<b>36" x 24"</b>	<b>48" x 36"</b>
	7110-01-568-0401		●		
	7110-01-568-0404			●	

# WALLBOARDS

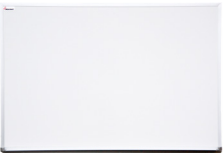



**SKILCRAFT**  quartet

LIGHT USE • MELAMINE DRY ERASE • CUBIE



Magnetic Cork/Dry-Erase Combo Board  
NSN: 7110-01-568-0402

Office Supplies

MELAMINE DRY ERASE	NSN / Style	Size			
  	<b>Aluminum Frame</b>	<b>24" x 18"</b>	<b>36" x 24"</b>	<b>48" x 36"</b>	<b>72" x 48"</b>
	7110-01-416-5198	●			
	7110-01-484-1756		●		
	7110-01-568-0405			●	
	7110-01-568-0398				●
	<b>Oak Frame</b>	<b>36" x 24"</b>		<b>48" x 36"</b>	
	7110-01-630-5158	●			
	7110-01-630-5156			●	
	<b>Black Aluminum Frame</b>	<b>24" x 18"</b>	<b>36" x 24"</b>	<b>48" x 36"</b>	
	7110-01-651-1293 - <b>NEW!</b>	●			
7110-01-651-1294 - <b>NEW!</b>		●			
7110-01-651-1296 - <b>NEW!</b>				●	
<b>CUBIE®</b> 	<i>Cubie® boards feature easily adjustable hangers and can be hung over partition walls from 1" - 3" in width. Dry-erase surface, black plastic frame, includes marker tray.</i>				<b>Size</b>
	<b>NSN</b>	<b>Style</b>		<b>38 ½" x 29"</b>	
	7520-01-454-5704	Melamine Dry Erase Board		●	

# EASELS

## Quartet®/SKILCRAFT® Dry-Erase Steel Easel, Four Legs NSN: 7520-01-642-1219



- Presentation easel includes a smooth, 29"W x 40"H, melamine whiteboard surface and flip-chart holder; silver aluminum frame.
- Easel height adjusts from 40" to 70" for tabletop or standing presentations.
- Black, steel legs are capped with rubber feet to protect floors from scratches and braced for added stability when extended.
- Accessory tray and one SKILCRAFT® dry-eraser marker included.
- Ten-year warranty.

## Quartet®/SKILCRAFT® Euro™ Magnetic Presentation Easel, Whiteboard/Flipchart NSN: 7520-01-642-1221



- 27"W x 39"H smooth, painted steel, writing surface doubles as a magnetic board.
- Extendable arms allow simultaneous display of three sheets of paper.
- Presentation easel stands 73.5" tall when fully extended.
- Tripod base has telescoping legs with cross braces for tabletop or floor use.
- Flip chart pad retainer with adjustable hooks. Easy-sheet tear away.
- Stylish silver brushed aluminum design with charcoal grey top and bottom rails.
- Includes one SKILCRAFT® dry erase marker.
- Ten-year warranty.

## Quartet®/SKILCRAFT® Standard Presentation Easel, Whiteboard/Flipchart NSN: 7520-01-642-1222



- Painted steel magnetic white board measures 27" x 35".
- Features a magnetic dry erase writing surface and flipchart holder.
- Tripod easel adjusts from 42" to 70" high for tabletop or floor use.
- Sturdy tripod base and locking easel legs for stability.
- Easel collapses for storage, shipping, and travel.
- Ten-year warranty.



Office Supplies



# EASELS

## Quartet®/SKILCRAFT® Dual-Sided, Melamine Presentation Easel NSN: 7520-01-642-1223



- Portable presentation easel, dual-sided surfaces with full-length flipchart holder.
- Flip easel surface to reveal a clean writing platform or tilt it to enhance visibility.
- Melamine dry erase surfaces each measure 27"W x 34"H.
- Easel height adjusts from 40" - 70" for tabletop or standing use.
- Modern, black frame is collapsible for ease of storage, shipping, and travel.
- Flip chart holder, accessory tray and one SKILCRAFT® dry-erase marker included.
- Ten-year warranty.

## Quartet®/SKILCRAFT® Dual-Sided, Total Erase® Presentation Easel NSN: 7520-01-642-1225



- Portable, dual-sided, presentation easel and flipchart holder.
- Total Erase® surfaces feature a subtle grid pattern to keep writing aligned.
- Flip easel surface to reveal a clean writing platform or tilt it to enhance visibility.
- 26"W x 34"H dry erase surfaces resist staining and ghosting.
- Easel height adjusts from 40" - 70" for tabletop or standing use.
- Modern, black frame is collapsible for ease of storage, shipping, and transporting.
- Accessory tray, an eraser, and 4 SKILCRAFT® dry-erase markers included.
- Ten-year warranty.

## Quartet®/SKILCRAFT® Futura™ Dry Erase Presentation Easel/ Flipchart NSN: 7520-01-642-2441



- Smooth 26"W x 35" H melamine whiteboard writing surface.
- Easel height easily adjusts from 40" to 67" for tabletop or standing use.
- Lightweight, black metal frame collapses to compactly store and transport easel.
- Accessory tray, flip chart holder, and one SKILCRAFT® dry erase marker included.
- Ten-year warranty.

# EASELS



White Dry Erase Easel, 29" x 38"  
NSN: 7520-01-424-4867



- Lightweight and portable.
- Steel powder coated legs.
- Writing surface measures 29" by 38"
- Easel height adjusts from 41" to 68" for tabletop or standing use.
- Versatile design allows for display or tabletop use.
- Dry erase white melamine surface.

Chalkboard Easel, Green Surface, 29" x 38"  
NSN: 7520-01-424-4845



- Lightweight and portable.
- Steel powder coated legs.
- Writing surface measures 29" by 38",
- Easel height adjusts from 41" to 68" for tabletop or standing use.
- Versatile design allows for display or tabletop use.
- Green chalkboard surface.

Easel, Display Tripod with Pad Holder  
NSN: 7520-01-456-7876



- Aluminum easel with sturdy telescoping legs.
- Adjustable heights from 35" to 64" for table top to floor displays.
- Comes with pad holder and clamp.

Office Supplies

# OFFICE ESSENTIALS



## Steel Bookends



Pictured: NSN: 7520-00-139-6158  
5 1/2" W x 4 3/4" H x 6" D Beige Recycled Steel Bookends

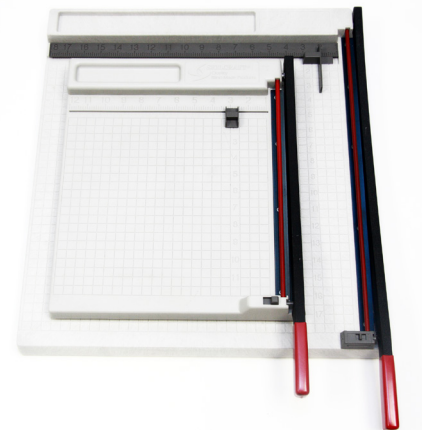
These heavy-duty bookends are made from 20-gauge sheet metal and feature a powder-coat finish and rounded edges. Comes in regular and non-skid varieties. Sold in pairs.

NSN	DIMENSIONS	COLOR	TYPE
7520-00-139-6158 - NEW!	5 1/2" H x 4 3/4" W x 4" D	Beige	Regular
7520-00-264-5479 - NEW!	5 1/2" W x 4 3/4" H x 6" D	Gray	Regular
7520-01-611-4800 - NEW!	5 1/2" W x 4 3/4" H x 6" D	Black	Regular
7520-01-484-4579 - NEW!	9" H x 5 7/8" W x 8" D	Black	Non-Skid
7520-01-484-4581 - NEW!	9" H x 5 7/8" W x 8" D	Beige	Non-Skid

Office Supplies

## Drop-Knife Paper Trimmers

Tabletop unit includes movable trimming guide, half-inch precision alignment, hand-operated drop knife, a built-in blade guard and a locking safety device. Base is constructed from molded plastic. Sheet capacities below are based on using 20 lb. paper.



NSN	DESCRIPTION	CAPACITY	MATERIAL
7520-00-224-7620	Paper Trimmer, 12-inch base	10 sheets	Plastic
7520-00-634-4675	Paper Trimmer, 15-inch base	10 sheets	Plastic
7520-00-163-2568	Paper Trimmer, 18-inch base	15 sheets	Plastic



## Spring-Back Binder

Sturdy aluminum short-edge binder is designed for 8.5" x 11" or smaller sheet size. Double-hinged front cover with spring offers secure paper retention. Binder offers a 1/2" capacity and clad or coated, fully anodized aluminum sheet base material.

NSN	DESCRIPTION
7510-00-286-6954	Aluminum, Heavy Duty, Spring Back, Letter Size with Cover

# OUTDOOR EQUIPMENT



## Bifold Litter NEW

Designed and manufactured to all Army specifications, the Bifold Litter is intended for use in virtually all military transport vehicles (Ambulances, Helicopters, and Fixed-Wing Aircraft).

- When collapsed for shipping and storage, the dimensions are 83.5" x 6" x 6.5" (212 cm x 15.25 cm x 16.5 cm).
- Litter opens to create a 22 3/8" x 74" nest (57 cm x 188 cm).
- Four retractable, locking, nylon handles allow for easy grip.
- Overall length with handles fully extracted is 91.6" (232.7 cm) and retracted is 83.5" (212 cm).
- Four aluminum stirrups (legs), 3.5" (8.9 cm) high, provide strong support.
- Supports up to 1,600 pounds.



NSN	DIMENSIONS	COLOR	CAPACITY LIMIT
6530-01-380-7309 - NEW!	91.6" length fully extracted 83.5" length retracted 74" x 22 3/8" nest fully extracted	Green	1,600 lbs

Tactical Gear



## Extreme Cold Weather Compression Stuff Sack

The Waterproof Compression Sack (WCS) is a component of the Extreme Cold Weather Sleep System (ECWSS) utilized by the U.S. Marine Corps. Its purpose is to keep the ECWSS's two sleeping bags and bivy sack dry during storage while reducing the system's overall stored volume; allowing it to fit into the bottom compartment of the New Marine Pack.

- Waterproofing is achieved by the stuff sack's coated fabric, welded seam construction, and closure design.
- Efficient volume reduction is enhanced by the WCS's flap and basic shape, compression straps (2), and hands-free waterproof air purge valves (2).

NSN	COLOR	TEMPERATURE
8465-01-608-7507	Black	-20° F

# E-TOOL



This collapsible, on-the-move **entrenching tool** is durable, versatile, and an essential addition to any safety or survival kit. Made of lightweight carbonized steel.



## Features:

- Highly-durable design features carbon steel blade with serrated edge.
- Multi-use tool for an on-the-move environment.
- Use as a shovel, or use the serrated edge for cutting.
- Collapses easily into a convenient portable unit.
- Can be stowed in pack or attached easily to gear.
- Meets MilSpec requirements.

NSN	DESCRIPTION
5120-00-878-5932	Entrenching Tool, Hand, Folding, Lightweight (6 MOQ)



# ON-THE-MOVE HYDRATION



## Reliable. Field Tested. Easy-to-Clean.

Our unique line of on-the-move hydration products are issued to every warfighter in the U.S. Military. Built tough for repeated use in any condition or environment.



## MOLLE Hydration System [Modular Lightweight Load-Carrying Equipment]

This durable hydration system is part of the MOLLE standard issue tactical gear that is issued to soldiers in the U.S. Army.

The Hydration System has a 100-ounce capacity bladder with drinking tube and mouth piece. This system provides attaching straps consistent to the standard MOLLE strapping system.

NSN	DESCRIPTION
8465-01-525-5531	MOLLE Hydration System (MOLLE Hydration Pack with MOLLE Hydration Bladder)

## MOLLE Replacement Bladder [Modular Lightweight Load-Carrying Equipment]

Replacement bladder for hydration system with 100-oz. reservoir, drink tube, and bite valve.

NSN	DESCRIPTION
8465-01-519-2304	MOLLE Hydration System 100-oz. Replacement Bladder w/ drink tube and bite valve - UPC Green
8465-01-641-9698	MOLLE Hydration System 100-oz. Replacement Bladder w/ drink tube and bite valve - Tan 499



Tactical Gear

# ON-THE-MOVE HYDRATION



## Multi-Purpose Hydration System (MPHS)

A hands-free, on-the-move, hydration reservoir system that can be used both in Chemical-Biological-Radiological-Nuclear (CBRN) situations, as well as regular military environments. This system integrates fully with the MOLLE backpacks.

NSN	DESCRIPTION
8465-01-643-5606	100-oz. reservoir system w/ drink tube and bite valve, CBRN-tested, integrates with MOLLE packs



## Meet the M-1 Canteen.

In production since 1985, this sturdy canteen line features an airtight valve assembly that prevents outside agents from contaminating the water inside. Available in olive drab or black, the M-1 also comes in a collapsible version to fit in limited spaces in your pack. The Lighthouse produces over 200,000 canteens a year for the U.S. Army.

ITEM	NSN	DESCRIPTION / COLOR
	8465-01-115-0026	1-quart Plastic Canteen w/ M-1 Cap, Olive Drab Color
	8465-01-118-8173	2-quart Plastic Canteen w/ M-1 Cap, Olive Drab Color
	8465-00-930-2077	M-1 Cap Only (For 1 qt or 2 qt canteens) Olive Drab Color
	8465-00-165-6838	Canteen Cup, stainless steel w/ folding handle. Fits both standard and collapsible 1-quart canteens.



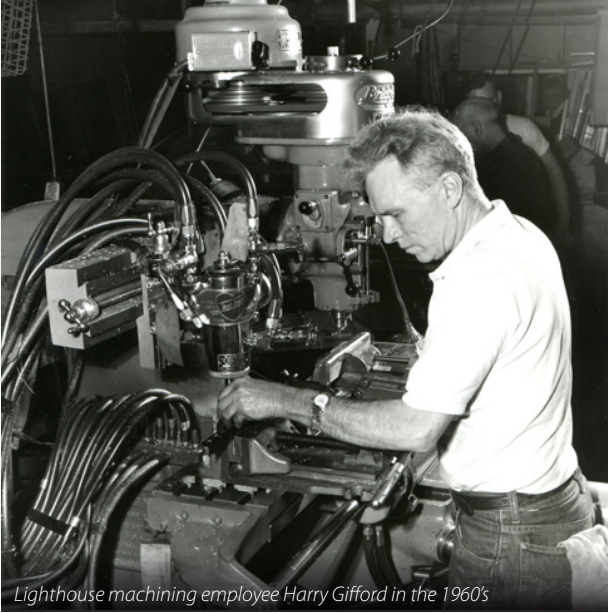
Lighthouse Set-Up Specialist Chris Loomis using a CNC mill at the Seattle Lighthouse facility

# 100 Years of Experience

For more than 100 years, **The Lighthouse for the Blind, Inc.** has continually provided opportunities for jobs, independence, and self-sufficiency for people who are blind, DeafBlind, and blind with other disabilities.

Since 1951, we began our machine shop operation in Seattle, having been a continual contractor with The Boeing Company.

The Lighthouse for the Blind, Inc. is AS9100- and ISO 9001- certified, ITAR registered, and employs LEAN practices in all of our manufacturing processes. Proven through customer ratings, the Lighthouse consistently delivers high quality, on-time, competitively priced components, assemblies, and services. We utilize the latest systems including CATIA V5 3D Modeling (as well as others), and supply a wide range of products for the aerospace commercial and defense industries.



Lighthouse machining employee Harry Gifford in the 1960's



Lighthouse machining employee Quincy Daniels, present day.

We provide our customers with advanced machining and fabrication services. Because of the range of technologies we utilize, we're able to deliver high-quality solutions in low or high volumes.

- » Conventional and CNC (Computer Numerically Controlled) Machining
- » Plastic Injection Molding
- » Radio Frequency Sealing and Welding
- » Sub and Final Assembly
- » Conventional and CNC Shearing
- » Metal Fabrication and Riveting
- » Non-Metallic Machining
- » Sawing
- » Breakform
- » Conventional and CNC Turning

For more information, please visit [www.LHManufacturing.org](http://www.LHManufacturing.org).





The Lighthouse for the Blind, Inc. offers a variety of services to our commercial, federal, and military customers. These include Contract Management Support (CMS) services for government contracting offices and a Contact Center which places and receives inbound and outbound calls.

## Administrative Services

Currently, the Lighthouse operates two established **Contract Management Support Services (CMS)** facilities located in San Diego, CA. The Lighthouse is currently closing out contracts for NAVSUP Fleet Logistics Command downtown, and for SPAWAR. With low attrition, deep tenure, and exceptional customer service capabilities, our CMS teams consist of highly skilled individuals that closeout contracts every day.

### Contract Management Services capabilities include:

- » Research and analysis to ensure all requirements for closing contracts are complete; presenting ready-to-close contracts to government contracting officers
- » Contract closeout document preparation; Online document management; Data entry
- » Contract and billing reconciliation
- » Document destruction
- » General administrative services in support of contract completion and closeout



*NAVSUP Close-Out Specialist Mona Longoria*



*Lighthouse Contact Center Representatives Robert Studebaker (left) and Ramon Rodriguez (right)*

The **Lighthouse Contact Center** provides inbound and outbound administrative services for various clients nationwide. Comprised of legally blind representatives, our US-based agents have outstanding listening skills, a commitment to service, and an excellent track record of reliability and loyalty. Whether taking customer service calls, or driving business with outreach, our agents are an asset to your business today.

### The Lighthouse Contact Center can help your business:

#### Do More

- » Prospecting
- » Database Clean-up
- » Generate/Qualify Leads
- » Uncover Sales/Opportunities

#### Quality Assurance

- » Mystery Shopping/Market Research
- » Surveys
- » Product Information and FAQs

#### Engage Customers

- » Win-Back Customers
- » Appointment Setting
- » Thank You Calls



## Accessibility/508 Compliance



Computer Training Program Instructor Tim Shockley (left) with student Lark Braun (right)

Our in-house accessibility experts specialize in testing and ensuring that anyone can access and use our clients' websites, applications, and electronic documents. A recent amendment to the Rehabilitation Act of 1973, **Section 508** was created to mandate this accessibility among U.S. Military, as well as State and Federal Government users.

The Lighthouse provides **Section 508 Compliance and Accessibility Testing** to ensure that all electronic and information technology (IT) systems, including websites, which are developed, procured, maintained or used by the Federal Government, are accessible to people with disabilities.

### 508 Conformance and Usability Assessment:

- » Determine, evaluate, and report on clients' web-based applications, software, websites, and electronic documents for conformance, accessibility, and usability by individuals with disabilities.
- » Identify deficiencies and provide recommendations for remediation – i.e. process changes, use of alternative tools, or systemic application modifications.
- » Re-assessment, re-testing, and evaluation of remediation activities.
- » Training and usability system development.

### WCAG 2.0 Compliance

- » Evaluates your website and recommends solutions to reaching AA compliance with Web Content Accessibility Guidelines (WCAG) 2.0
- » Identify and troubleshoot potential user experience issues for visitors using assistive technologies, and uncover ways to remove roadblocks

## Onboarding

The Lighthouse has 100 years experience in hiring, recruiting, and onboarding applicants who are blind, DeafBlind, and blind with other disabilities. We provide ongoing employer/employee supports to ensure high retention rates and successful employment outcomes.

### Onboarding supports include:

- » Braille training
- » Training and education to improve accessibility in the physical workplace
- » Orientation and Mobility training: learning bus routes and transportation options to and from work; navigation of the workplace
- » Blindness Awareness training for sighted coworkers and contractors



Orientation and Mobility instructor Erin Fitzpatrick (left) works with a Lighthouse employee at the Mount Baker Light Rail station in Seattle, WA

- » Computer skills assessment
- » Assistive technology assessment for workspace accommodation
- » Ongoing employer/employee support to ensure success of employment outcomes & retention

**Chris Ennis**  
**Sr. Machine Operator**  
**The Lighthouse for the Blind, Inc.**

Originally from Woodland, California, Chris Ennis has been with the Lighthouse in Spokane for ten years. He came to Spokane in 2005 to live with his niece after becoming blind from diabetes.

In 2008, when the Lighthouse announced opening a facility in Spokane, Chris applied and was hired in early 2009. During his time at the Lighthouse Chris has moved his way up to the position of Senior Machine Operator. Chris says that "everything I know about living and working as a person who is blind, I learned at the Lighthouse." Chris is currently a proud member of the U.S. Military National Goalball team.



**Troy Leeburg**  
**Production Worker**  
**The Lighthouse for the Blind, Inc.**

Troy moved to Spokane in 2009 when he accepted a job offer from The Lighthouse for the Blind, Inc. Happy to be gainfully employed again, Troy moved his family east from Tumwater, Washington. "This was the first place I didn't have to pretend I wasn't blind to get the job."

Having been blind from birth, Troy struggled through school and many positions at other companies until he joined the Lighthouse. One such position was with a fast food company; when they learned he was blind, they would only allow him to wipe the tables down. Because of his tenure at the Lighthouse Troy has become a home owner. "Without the Lighthouse I would have never been able to afford a home." Outside of his work at the Lighthouse, Troy leads a very active lifestyle, and is the President of the Blind Sports Association in Eastern Washington.



Jorge Aristizabal working on a KOMO router  
at the Lighthouse facility in Seattle, WA



## Every SKILCRAFT® purchase creates jobs in the United States for people who are blind.

When you order SKILCRAFT® and other products produced through the AbilityOne® Program, you make a difference! The AbilityOne Program is one of the largest sources of employment in the United States for people who are blind or have significant disabilities. Approximately 500 nonprofit organizations employ these individuals and provide quality products and services to the Federal Government at a fair market price.

The program is administered by the Commission, an independent federal agency, with assistance from National Industries for the Blind (NIB), and SourceAmerica™ (formerly NISH).

The purchase of AbilityOne® products and services by federal customers provides employment opportunities for people who face the greatest barriers to employment — Americans who are blind or have other significant disabilities.



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